



Performance Dashboard

ON TIME

June 3 – June 7, 2013

95.2%

Delivery before bell

92.4%

Delivery 35 - 5 min before bell

88.4%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

June 3 – June 7, 2013

Avg. Call Duration **1:26 min**

Avg. Call Wait Time **2:32 min**

Calls Answered **1541**

% Calls Answered **75.1%**

Parent Resource Center

SAFE

May 2013

2.9

Preventable accidents
per 100,000 miles

RELIABLE

As of April 29, 2013

7.9 years

Average age of fleet

EFFICIENT

June 3 – June 7, 2013

100%

Routing changes
implemented within 3 days